CONSOLIDATED INFORMATION TECHNOLOGY SERVICES
TASK ASSIGNMENT (TA)

1. **TITLE:** (D313) NESB COMPUTER SYSTEM ADMINISTRATION

    TA No: RCF001-Rev7

    Task Area Monitor: **Alternate Task Area Monitor:**

    NASA POC: **Software Control Class:**   Low Control

    Type of Task: Non-Recurring Task

2. BACKGROUND

The NESB computer lab consists of a heterogeneous network of UNIX workstations, Windows NT, Unix/NT file servers, and PC desktop computers in Buildings 1230 and 1230B. Software includes various commercial FEM codes, CAD/CAM and graphics software packages, as well as license managers, compilers and software developer utilities. On-site system administration for hardware and software is required to maintain network security and resource availability for NASA personnel, contractors, and grantees, within and outside the Langley network domain.

3. OBJECTIVE

The objective of this task assignment is to provide system administration support for the Nondestructive Evaluation Sciences Branch computer lab.

4. GENERAL IT SUPPORT SERVICES

Services Specified Through Exhibit A:
Services will include: System Administration, IT Security Administration System Software Management, Applications Management, Customer Support, and IT Consultation.

Refer to Exhibit A, Inventory of Equipment and Software (attached), that has been completed to define the required general IT support services.

The service of System and IT Security Administration shall be provided for those "general support systems" (see NPG 2810.1) for which the box indicating "System and IT Security Administration Required" is checked in Exhibit A. The level of security shall be consistent with the information category identified for each such system.

Any system software, application software, or database software that is licensed to run on a particular item of equipment is entered in the respective column for that item. Software that does not require a license is also included if it is relevant to any of the required services.

The services of System Software Management (SSM), and Applications Management (AM)

are required for the items of equipment or software that are checked in the respective columns of Exhibit A.

Customer Support and IT Consultation and Training:
The Contractor shall provide the basic level of Customer Support and IT Consultation and Training given in Section 4.7 and Section 4.8 clauses a) and c) of the SOW for all General IT Support Services.

Exceptions and Additional Requirements:
For systems that are covered under vendor or third-party hardware or software maintenance contracts quotes for replacement parts will be obtained from vendor or third-party sources and provided to NASA Technical Monitor for procurement.

Contractor shall assist the Government in coordination of construction of new computer facilities and relocation of computer equipment.

NESB office space will be available for use by Contractor personnel working this TA. Computer systems will be set up to operate 24 hrs. per day, 7 days per week. Operations will be monitored outside of normal working hours and problems will be reported to designated persons who will respond and initiate correction of the problem.

General IT Support Services Performance Metrics
Performance Standard: Task Plan documentation submittals are accurate and complete.
Performance Metrics:

Exceeds:	Error Free, complete, understandable, ready for publication or presentation.
Meets:	Minor errors that do not affect the use of the documentation or the meaning being conveyed.
Fails:	Major errors that make the documentation incomplete and/or not understandable. Documentation is not usable.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

None required.

6. WORK-AREA SPECIFIC SERVICES

Work Area Title: N/A

LaRC Manager: N/A

Work Area Description: N/A

Work Area Requirements: Provide service for developing and maintaining web page data and information for the Structures and Materials Competency and updating web page as required.

7. **Exhibit A**

   [Exhibit A](#)

8. **SPECIAL SECURITY REQUIREMENTS**

   None.

9. **SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

   None required.

10. **JOINT REVIEW SCHEDULE**

    There will be a joint review of the work of this task at meetings to be held monthly. The following persons or their alternates are required to attend: The NASA technical monitor and Contractor personnel assigned to the task. Technical performance, timeliness, and cost, will be discussed. The contractor shall maintain minutes, and at the beginning of each meeting the minutes of the previous meeting will be reviewed.

11. **PERIOD OF PERFORMANCE**

    This TA is effective from 02/01/08 to 04/27/09

12. **TECHNICAL PERFORMANCE RATING**

    In evaluating Technical Performance, quality and timeliness shall be rated as follows:

    Quality: 60%   Timeliness: 40%

13. **RESPONSE REQUIREMENTS**

    This Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. **FUNDING INFORMATION**

    Funding last submitted on 02/13/2008.

15. **MILESTONES**

    None required.

16. **DELIVERABLES**

    None required.

17. FILE ATTACHMENTS

None.